

COVID-19 PATRON FAQ'S

1. How do I purchase tickets this season?

Things will be different this season. Admission to the attractions will be based on a reservation system to limit the number of people in each attraction and at the Park. Please carefully read the following information below in regards to purchasing tickets to the Niles Scream Park in 2020.

- ✓ **BUY TICKETS ONLINE** – As a result of COVID-19, we **STRONGLY** encourage the purchase of ALL tickets in advance through our website at www.haunted.org. You will be required to plan your night with us by selecting a specific date and time slot when we are open each night. By utilizing timed ticketing, we can limit the number of patrons in each attraction and at the Park and adhere to governmental mandates. If you have a reservation, you are guaranteed admission for your time slot. **Anyone without a reservation will NOT be guaranteed admission.**
- In the case of severe weather when an attraction may be forced to close, you will have the option to reserve another date and time. You will NOT have the option to change your reservation if the attraction remains open on the evening that it rains. You will only be provided this option if the attraction you purchased a ticket for is closed by the Park.
- You must attend at the time slot you reserved with your group. If you're too early you will not be granted admission until it's your time for your group. If you or part of your group is late for their allotted time slot, you/they will be granted admission when there is availability that evening.
- Some additional tickets **may** be available for purchase on location if you wish to attend another attraction again on the same night.
- Patrons that already have possession of a "free ticket" (i.e. attraction ticket voucher or certificate) that was pre-distributed in advance will be able to redeem them at the Park without a reservation. The Park has a buffer in the reservation system to accommodate pre-assigned tickets. If you require more tickets in addition to your free attraction voucher and/or certificate, you are required to reserve other tickets in advance. Before coming to the Park, you are required to reserve those additional timed tickets so that your time slot is guaranteed.
- ✓ **BUY TICKETS AT PARK** – Those that prefer to purchase tickets on location will **NOT** be guaranteed admission and you will experience longer wait times so that our staff can sanitize after each exchange.
- To limit cross-contamination we ask ALL patrons to prepare and plan before attending the Park and use a credit card for all transactions. While we understand this is not always feasible and cash may be your only payment method, we ask all patrons to provide EXACT cash payment to limit change back.

2. What happens if me or a part of my group is late for my reservation?

Don't be! – Plan ahead! Anyone that is late will be admitted where there is availability that evening.

3. I already have a ticket (Frightful Nightful/Triple Dog Dare certificate, Free Haunted House, Worker Pass or VIP Pass), how do I redeem these?

We have a buffer in our reservation system to accommodate pre-assigned tickets. Pre-assigned ticket holders do not require a reservation; however, if you have others attending with you or you are purchasing additional tickets for yourself, you/they are required to make reservations for the night you attend.

4. I have a \$5 off coupon for a Frightful Nightful or \$5 off coupon for the Black Out (Nov 6th & 7th) Combo Pass, how can I redeem these when I must make a reservation?

If you are a holder of a "\$5 Off Frightful Nightful" coupon or Black Out coupon, we will accept these at the time of your ticket redemption at the Park. It is only valid in conjunction with the purchase of a Frightful Nightful or Frightful Nightful+ combo ticket. We will provide you with \$5 in cash during the redemption process for your coupon. You must have your actual paper coupon with you. No duplicates/copies will be accepted.

5. You are adhering to the mask mandate and I cannot wear a face mask/covering because I have a medical condition?

We're ONLY allowing those with a medical condition to be exempt from this mandate on the property. However, YOU MUST provide a written doctor note or official medical documentation that verifies your medical exemption **prior** to entering the Park. If you're approved by providing the formal documentation, you will receive an arm band identifying you to personnel at the Park and you MUST stay with your group at all times while attending. This means that you CANNOT wander around to get food, play games, etc. on your own. Please keep in mind that others attending the Park may not want you near them since you do not have a mask.

6. What about smoking at the Park under the COVID-19 protocols?

For the 2020 Season, smoking/vaping will ONLY be allowed under a designated tent on the Midway. In other words, you're NOT allowed to smoke anywhere else inside the Park. Look for signs designating this tent. There will be a tiki torch outside the tent to light any cigarette as lighters are NOT allowed in the Park.

7. Is there any hand sanitizer at the Park?

Yes! It's everywhere and FREE.